

Volume Test Error Log

Break 10:55 - 11:15
LUNCH 12:00 - 1:00
BREAK 2:30 - 2:45

Date: 9/28/05

Voting System Tested: Diebold

Error #	Machine #	Time	Vote #	Type of error
1	67	9:23 AM	3	NO BALLOT FOUND, WROTE PRECINCT CARD
2	55	9:34 AM	5	WROTE PRECINCT CARD (NO REPORT FILLED OUT)
3	56	9:34	5	WROTE PRECINCT CARD
4	20	9:46	10	PAPER CARD & NEEDS TO BE RECALLED
5	61	10:29	23	NO BALLOT FOUND, WROTE PRECINCT CARD
6	3	10:38	17	PROBLEM WHEN INSERTING THE BALLOT CARD
7	24	10:41	31	NOT A VALID VOTER ACCESS CARD
8	71	10:47	38	PAPER JAM NO VOTES
9	23	11:12	38	LOST ON AUPM
10	22	11:21	42	CARD UPSIDE DOWN AT NOT INSERTED CORRECTLY
11	14	11:28	38	CARD UPSIDE DOWN OR NOT INSERTED CORRECTLY
12	20	11:48	44	NOT A VALID VOTER ACCESS CARD
13	49	11:47	50	PAPER IS LOW AND MUST BE REPLACED
14	5	1:08 PM	44	DISPLAYED GREEN (2-1) HAS (SUPPORT CARD) MESSAGE, SEVERAL TIMES IN SEQUENCE, DID NOT SAY "NO"
15	16	1:12	49	PAPER IS LOW AND MUST BE REPLACED
16	53	1:23	67	VOTER ACCESS CARD IS ALREADY VOTED
17	60	1:24	66	VOTER ACCESS CARD IS ALREADY VOTED
18	82	1:41	54	NO BALLOT WAS FOUND FOR THE CURRENT VOTE
19	83	1:45	54	NO BALLOT WAS FOUND FOR THE CURRENT VOTE
20	30	1:55	76	PAPER IS LOW AND MUST BE REPLACED
21	76	2:15	98	FAILED TO PRINT TO PAPER, BALLOT COVER OPEN? SUPPLY EMPTY?
22	31-40	2:11		disconnected power

Error #	Machine #	Time	Vote #	Type of error
23	63	2:13	73	VOTER ACCESS CARD IS ALREADY VOTED
24	67	2:52	100	VOTER ACCESS CARD IS ALREADY VOTED
25	64	3:14	89	"
26	81	3:19	88	"
27	3	3:19	87	PAPER SCROLLED TO HIGH TO SEE THROUGH THE WINDOW
28	3	3:25	90	PAPER SCROLLED TO HIGH TO SEE THROUGH THE WINDOW
29	52	3:36	107	ACCESS CARD IS ALREADY VOTED
30	82	3:45	101	"
31				
32	Battalion	2:50 + minutes		
33		at ~ 2:50		~ 17% left
34				
35				
36				
37				
38				
39				
40				
41				
42				
43				
44				

Volume Test Incident Report

Date: _____

1. Error # (from Log): 1
 2. Time of Occurrence: 9:20
 3. Machine Number: 67
 4. Machine ID/Serial #: _____
 5. # of Ballots voted on machine: 3
 6. Voter name: Kathryn
 7. Description of the problem encountered:
Put in access card - immediately rejected
(wrong precinct)
 8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
inserted card to vote ballot
 9. Error Message displayed (if any):
No ballot was found for the current voter
Please insert a supervisor card
 10. Actions taken to resolve the error:

 11. Pictures taken? X Y ___ N Video taken? ___ Y ___ N
- Incident report completed by: _____

Volume Test Incident Report

Date: 9/27/05

1. Error # (from Log): 2

4. Machine ID/Serial #: 214587
55

2. Time of Occurrence: 9:33

5. # of Ballots voted on machine: 5

3. Machine Number: 55

6. Voter name: Jonet Pierson

7. Description of the problem encountered:

"No ballot was found for the current voter - please insert a supervisor card
Votes can not proceed"

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

inserted card and even merge after no vote

9. Error Message displayed (if any):

10. Actions taken to resolve the error:

pulled voter access card.
No supervisor card required.

11. Pictures taken? Y X N

Video taken? X Y N

Incident report completed by: Steve J. Jones

Volume Test Incident Report

Date: 9/29/08

1. Error # (from Log): 4
2. Time of Occurrence: 9:47
3. Machine Number: 20
4. Machine ID/Serial #: 218149
5. # of Ballots voted on machine:
6. Voter name: Kevin O'Reilly

7. Description of the problem encountered:

Paper low warning

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

Voter ready to vote after completion - push ballot

9. Error Message displayed (if any):

The paper is low and must be replaced - please insert a supervisor card
(This message may indicate a jam)

10. Actions taken to resolve the error:

Open AVPM - paper is not low (3/8" on roll)

led pulsing - paper not low if off more than one, paper is low. (more analysis)

Supervisor card, pin authentication

11. Pictures taken? X Y N

Video taken? Y N

Incident report completed by: Stewart V. Jones

Volume Test Incident Report

Date: _____

1. Error # (from Log): 5
2. Time of Occurrence: 10:27
3. Machine Number: 61
4. Machine ID/Serial #: _____
5. # of Ballots voted on machine: 23
6. Voter name: Lakechia Jackson
7. Description of the problem encountered:
Wrong precinct on inserted access card

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
inserted access card

9. Error Message displayed (if any):
"No ballot was found for the current voter -
Please insert a supervisor card.

10. Actions taken to resolve the error:
Replace w/ correctly programmed
access card & resume voting

11. Pictures taken? Y X N Video taken? Y X N
Incident report completed by: Bruce

Volume Test Incident Report

Date: _____

1. Error # (from Log): 4
2. Time of Occurrence: ~~10:07~~ 10:37
3. Machine Number: 3
4. Machine ID/Serial #: _____
5. # of Ballots voted on machine: 17
6. Voter name: David
Morton

7. Description of the problem encountered:

Vo

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

Voter inserted card - couldn't get it to take
all the way - pushed a little harder - got
'red warning' card inserted upside down or
wrong precinct - he pulled out card & reinserted
-er

9. Error Message displayed (if any):

Voter cleared before this could be captured

10. Actions taken to resolve the error:

Voter cleared himself by reinserting
access card

11. Pictures taken? Y X N

Video taken? Y X N

Incident report completed by: _____

Volume Test Incident Report

Date: _____

1. Error # (from Log): 7
2. Time of Occurrence: 10:41
3. Machine Number: 24
4. Machine ID/Serial #: _____
5. # of Ballots voted on machine: 31
6. Voter name: Holly Davidson

7. Description of the problem encountered:

On insert of access card - got error message
card wasn't valid

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

Voter reports she didn't insert card fully -
pulled out & reinserted - got error message
below

9. Error Message displayed (if any):

This is not a valid voter access card - please remove
it from reader,

10. Actions taken to resolve the error:

Rep,

11. Pictures taken? X Y ___ N

Video taken? ___ Y X N

Incident report completed by: Bruce

Volume Test Incident Report

Date: 9/28/05

1. Error # (from Log): 8

4. Machine ID/Serial #: 203294

2. Time of Occurrence: 10:47

5. # of Ballots voted on machine: 38

3. Machine Number: 71

6. Voter name: Adam Moore

7. Description of the problem encountered:

Paper jam. The paper has folded up under the window
to couple of point before it, it slowed down & made some
point stopped totally &

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

Voted three ballots. First two no notifications except slow
response and some noise. Previous 4 ballot had incorrect

9. Error Message displayed (if any):

No error message. Visible in window is a fold
of the ballot

10. Actions taken to resolve the error:

Opened cover, multiple plastic blow w/
suction and used to release paper, and continue on.

11. Pictures taken? ☒ Y ☐ N

Video taken? ☒ Y ☐ N

Incident report completed by: Steven Edwards

Volume Test Incident Report

Date: _____

1. Error # (from Log): 9
2. Time of Occurrence: 11:12
3. Machine Number: 23
4. Machine ID/Serial #: _____
5. # of Ballots voted on machine: 38
6. Voter name: _____

7. Description of the problem encountered:

Voter inserted card - got error message
incorrectly

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

Voter inserted access card

9. Error Message displayed (if any):

'Card upside down or not inserted properly -
please remove card.

10. Actions taken to resolve the error:

Removed & reinserted card

11. Pictures taken? X Y ___ N

Video taken? ___ Y ___ N

Incident report completed by: Bruce

Volume Test Incident Report

Date: _____

1. Error # (from Log): 10
2. Time of Occurrence: 11:20
3. Machine Number: 22
4. Machine ID/Serial #: _____
5. # of Ballots voted on machine: 42
6. Voter name: Cindy
Wilder

7. Description of the problem encountered:

Same as previous (#9)

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

Same as previous (#9)

9. Error Message displayed (if any):

Same as previous (#9)

10. Actions taken to resolve the error:

Rem Removed & reinserted same card

11. Pictures taken? XY ___N

Video taken? ___Y ___N

Incident report completed by: Bruce

Volume Test Incident Report

Date: _____

1. Error # (from Log): 11
2. Time of Occurrence: 16:28
3. Machine Number: 14
4. Machine ID/Serial #: 204 905
5. # of Ballots voted on machine: 38
6. Voter name: Tom McKay

7. Description of the problem encountered:

Card reports as not valid.

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

entered an new card.

9. Error Message displayed (if any):

This is not a valid voter access card -> please remove it from the reader

10. Actions taken to resolve the error:

Removed card - ~~not~~ reinserted. Still failed. Checked at VAC station

card is blank. (voted card)

11. Pictures taken? Y ☒ N

Video taken? Y ☐ N

Incident report completed by: _____

Volume Test Incident Report

Date: _____

1. Error # (from Log): 12
 2. Time of Occurrence: 11:47
 3. Machine Number: 20
 4. Machine ID/Serial #: _____
 5. # of Ballots voted on machine: 44
 6. Voter name: Kevin
O'Reilly
 7. Description of the problem encountered:
After voting / removing card -
machine displays low paper warning
(actually - ~ 1" of roll remaining)
 8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
Voter finished ballot, removed access card
 9. Error Message displayed (if any):
The paper is low and must be replaced -
please insert a supervisor card
 10. Actions taken to resolve the error:
Opened compartment to verify paper roll full.
Inserted Supervisor card to reset. (No voted
ballot visible.)
 11. Pictures taken? XY ___N Video taken? ___Y ___N
- Incident report completed by: Bruce

Volume Test Incident Report

Date: 9/28/05

1. Error # (from Log): 13

4. Machine ID/Serial #: 299074

2. Time of Occurrence: 11:47

5. # of Ballots voted on machine: 50 (Misc total)

3. Machine Number: 49

6. Voter name: _____

7. Description of the problem encountered:

Displayed Green (2.1) . President & Measure . Script Lists
write-in for US Senate

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

Normal VAC entry

9. Error Message displayed (if any):

None

10. Actions taken to resolve the error:

Check script from (Richard Rep script same problem
occurred on 45,47 on the next row

Confirmed that that it is script error.

Election config issue

11. Pictures taken? ☒ Y ☐ N

Video taken? ☐ Y ☐ N

Incident report completed by: [Signature]

Volume Test Incident Report

Date: _____

1. Error # (from Log): 14
2. Time of Occurrence: 1:08
3. Machine Number: 5
4. Machine ID/Serial #: _____
5. # of Ballots voted on machine: 44
6. Voter name: NICHOLAS
SANTIAGO

7. Description of the problem encountered:

Votes noted printout doesn't say
'Non-Partisan' ~~is~~ - only '2'

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

normal voting

9. Error Message displayed (if any):

now

10. Actions taken to resolve the error:

none

need to
check
elect def

11. Pictures taken? XY N

Video taken? Y N

Incident report completed by: Bruce

Volume Test Incident Report

Date: _____

1. Error # (from Log): 15
2. Time of Occurrence: 1:12
3. Machine Number: 14
4. Machine ID/Serial #: _____
5. # of Ballots voted on machine: 49
6. Voter name: Don
Chmiele

7. Description of the problem encountered:

Voter was mid-casting ballot w/ two
write-ins - after entering first write in
hit 'save' - screen went back to intro
screen 'instructions to voters'

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

above

9. Error Message displayed (if any):

none

10. Actions taken to resolve the error:

When votes continued - TSX reflected
the ~~was~~ one write-in vote accurately
(appears voter hit 'back' button by mistake)
Voter error

11. Pictures taken? X Y ___ N

Video taken? ___ Y ___ N

Incident report completed by: TS

Volume Test Incident Report

Date: 9/28/07

1. Error # (from Log): 16

4. Machine ID/Serial #: 233415

2. Time of Occurrence: 13:23

5. # of Ballots voted on machine: 67

3. Machine Number: 53

6. Voter name: Ken Harris

7. Description of the problem encountered:

Voter card already voted

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

Used ballot was supposed to be a ready VAC.

9. Error Message displayed (if any):

This voter access card is already voted - please remove it from the reader

10. Actions taken to resolve the error:

pulled card and reentered. Same error
card blank already voted.

11. Pictures taken? Y X N

Video taken? Y X N

Incident report completed by: Steve Johnson

Volume Test Incident Report

Date: _____

1. Error # (from Log): 17
 2. Time of Occurrence: 1:28
 3. Machine Number: 600
 4. Machine ID/Serial #: _____
 5. # of Ballots voted on machine: 66
 6. Voter name: AIESHA
Singleton
 7. Description of the problem encountered:
Voter inserted card to start voting
and got error: Access card
already voted
 8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
see above
 9. Error Message displayed (if any):
This ~~is~~ voter access card is already voted -
please remove it from the reader
 10. Actions taken to resolve the error:
(removed - checked card - card had
already been voted)
 11. Pictures taken? XY ___N Video taken? ___Y ___N
- Incident report completed by: BRUCE

Volume Test Incident Report

Date: _____

1. Error # (from Log): 18

4. Machine ID/Serial #: _____

2. Time of Occurrence: 1:41

5. # of Ballots voted on machine: 54

3. Machine Number: 82

6. Voter name: Emeka
Hunt

7. Description of the problem encountered:

Votes inserted card - got error message

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

9. Error Message displayed (if any):

No ballot was found for the current
votes - please insert a supervisor card

10. Actions taken to resolve the error:

removed - verified card programmed
incorrectly (for wrong precinct)

11. Pictures taken? XY ___N

Video taken? ___Y ___N

Incident report completed by: Bruce

Volume Test Incident Report

Date: _____

1. Error # (from Log): 79
2. Time of Occurrence: 1:45
3. Machine Number: 83
4. Machine ID/Serial #: _____
5. # of Ballots voted on machine: 54
6. Voter name: _____

7. Description of the problem encountered:

same as 18

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

9. Error Message displayed (if any):

10. Actions taken to resolve the error:

verified car programmed incorrectly
(for wrong pct)

11. Pictures taken? Y X N

Video taken? Y Y N

Incident report completed by: _____

Volume Test Incident Report

Date: _____

1. Error # (from Log): 20

4. Machine ID/Serial #: _____

2. Time of Occurrence: 1:55

5. # of Ballots voted on machine: 76

3. Machine Number: 30

6. Voter name: ARMAN
DE GUZMAN

7. Description of the problem encountered:

Voter finished voting, removed access card -
Got error message that paper was
low

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

see above (normal voting)

9. Error Message displayed (if any):

"The paper is low & must be replaced -
please insert a Supervisor card"

10. Actions taken to resolve the error:

opened cover to reset - found ~ 1 foot of paper
had failed to spool onto take-up reel. Last ballot
record was visible. Used supervisor card to
take up loose tape & reset. Resumed normal voting

11. Pictures taken? X Y ___ N

Video taken? ___ Y ___ N

Incident report completed by: Bruce

Volume Test Incident Report

Date: _____

1. Error # (from Log): 21

4. Machine ID/Serial #: 203757

2. Time of Occurrence: 13:59

5. # of Ballots voted on machine: 98

3. Machine Number: 76

6. Voter name: Adam Adimoolah

7. Description of the problem encountered:

Select (print ballot) button. Print failed and a pop up message appeared reporting paper supply problem

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

Trying to Print Ballot Prn 4 ^{confirmed} Dem (DTS?)

(Voter is not verifying ballot - uncertain how many white ballots were printed/not printed)

9. Error Message displayed (if any):

Failed to write to printer. Please ensure that the printer cover is closed and that the paper supply is not empty
to buttons

10. Actions taken to resolve the error:

☒ opened cover. Found paper jammed at print head. I am popping open cover (entirely) in printer with needle. even. Performed 100% paper advance and exposed find measure on belt. Failed print of ballot & possibly another ballot are overprinted. Refers ballot cancelled. Next one DEM DTS 4
new to check/verify Apr 2000 cover

11. Pictures taken? ☒ Y ☐ N

Video taken? ☒ Y ☐ N

Incident report completed by: [Signature]

Volume Test Incident Report

Date: _____

1. Error # (from Log): 23

4. Machine ID/Serial #: 216922

2. Time of Occurrence: 1418

5. # of Ballots voted on machine: 73

3. Machine Number: ~~24591~~ 63

6. Voter name: Bonnie Saksangkooy

7. Description of the problem encountered:

Voter access card already voted (voter had voted card lodged
top of machine)

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

voter inserted card and received message

9. Error Message displayed (if any):

This vote access card is already voted - please remove it from
reader

10. Actions taken to resolve the error:

removed card. Reinserted to confirm message. Card would
not set. Retried twice. Card taken out message still considered vote
blank card confirmed

11. Pictures taken? Y X N

Video taken? Y X N

Incident report completed by: Stu V. Jones

Volume Test Incident Report

Date: _____

1. Error # (from Log): 24
2. Time of Occurrence: 2:52
3. Machine Number: 67
4. Machine ID/Serial #: _____
5. # of Ballots voted on machine: 100
6. Voter name: Kathryn Schatzberg

7. Description of the problem encountered:

Voter inserted voter access card to
start voting - received error message
below

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

see above

9. Error Message displayed (if any):

This voter access card is already voted - please
remove it from the reader

10. Actions taken to resolve the error:

verified card had been previously
voted - replaced V.A.C.

11. Pictures taken? Y XN

Video taken? Y N

Incident report completed by: Bruce

Volume Test Incident Report

Date: _____

1. Error # (from Log): 25

4. Machine ID/Serial #: _____

2. Time of Occurrence: 3:14

5. # of Ballots voted on machine: 89

3. Machine Number: 64

6. Voter name: _____

7. Description of the problem encountered:

same as 24

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

9. Error Message displayed (if any):

10. Actions taken to resolve the error:

previously voted access card - removed
& replace d

11. Pictures taken? Y ☒ N

Video taken? Y ☐ N

Incident report completed by: Brue

Volume Test Incident Report

Date: _____

1. Error # (from Log): 26
2. Time of Occurrence: 3:19
3. Machine Number: 81
4. Machine ID/Serial #: _____
5. # of Ballots voted on machine: 88
6. Voter name: EMEKA
HUNT
7. Description of the problem encountered:
SAME AS #25

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
SAME AS #25

9. Error Message displayed (if any):
SAME AS #25

10. Actions taken to resolve the error:
SAME AS #25

11. Pictures taken? Y ☒ N Video taken? Y ☒ N
Incident report completed by: JASON

Volume Test Incident Report

Date: _____

1. Error # (from Log): 27
2. Time of Occurrence: 3:19
3. Machine Number: 3
4. Machine ID/Serial #: _____
5. # of Ballots voted on machine: ~~88~~ 87
6. Voter name: _____

7. Description of the problem encountered:

voter reports that after printing ballot -
the vote choices scrolled up so that
the first contest wasn't visible through
the window (voter asserts he had checked the
contest before it scrolled past &

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

voter hit print ballot'

9. Error Message displayed (if any):

none

10. Actions taken to resolve the error:

could not replicate (had voter vote
twice more)


11. Pictures taken? Y ☒ N

Video taken? Y ☐ N

Incident report completed by: Bruce

Volume Test Incident Report

Date: _____

1. Error # (from Log): 28
2. Time of Occurrence: 3:25
3. Machine Number: 3
4. Machine ID/Serial #: _____
5. # of Ballots voted on machine:  90
6. Voter name: _____

7. Description of the problem encountered:

voter ~~not~~ voted ballot, hit print screen -
pages scrolled beyond end of ballot so
that 1st contest wasn't visible.
see #27
note: print seemed to have more

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

see above

9. Error Message displayed (if any):

none

10. Actions taken to resolve the error:

cancelled ballot & reprinted - ballot printed
normally

11. Pictures taken? X Y ___ N

Video taken? ___ Y ___ N

Incident report completed by: Bruce

B. Clark
349-2786

Volume Test Incident Report

Date: _____

1. Error # (from Log): 29
2. Time of Occurrence: 3:36
3. Machine Number: 52
4. Machine ID/Serial #: _____
5. # of Ballots voted on machine: 107
6. Voter name: LUZ AMAOR

7. Description of the problem encountered:

VOTER INSERTED VOTER ACCESS CARD TO
START VOTING - RECEIVED ERROR MESSAGE
BELOW

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):

SEE ABOVE

9. Error Message displayed (if any):

THIS VOTER ACCESS CARD IS ALREADY VOTED -
PLEASE REMOVE ~~IT~~ IT FROM THE READER

10. Actions taken to resolve the error:

VERIFIED CARD HAD BEEN PREVIOUSLY VOTED -
REPLACED V.A.C.

11. Pictures taken? Y X N

Video taken? Y X N

Incident report completed by: JASON

Volume Test Incident Report

Date: _____

1. Error # (from Log): 30
2. Time of Occurrence: 3:45
3. Machine Number: 82
4. Machine ID/Serial #: _____
5. # of Ballots voted on machine: 101
6. Voter name: EMEKA
HUNT
7. Description of the problem encountered:
SAME AS #29

8. Detail voter actions leading up to the incident (what was the tester doing at the time the error occurred):
SAME AS #29

9. Error Message displayed (if any):
SAME AS #29

10. Actions taken to resolve the error:
SAME AS #29

11. Pictures taken? Y ☒ N Video taken? Y ☒ N
Incident report completed by: JASON